<u>Frequently Asked Questions:</u>

1) Is Internet Explorer 6.0 compatible with the new cash letter template?

With Internet Explorer 6.0, the browser distorts the new style barcode and it is not readable. To overcome this issue, you can ask your Information Technology (IT) personnel to do one of the following:

    a)   Upgrade to the latest version of Internet Explorer.
    b)   Set your font to **"MS Mincho"** and try again. On your browser, click:
               Tools--->**Internet Options**. Under the **General** tab, select **Fonts.** Select **"MS Mincho"** from
               the **Plain text font** menu and click **OK**. (Make sure **"Latin based"** is selected for the
               Language Script.)

2) What browser and version should I use?

For best results, please use Internet Explorer 7.0 or higher with JavaScript enabled.

3) The barcode appears clearly on the screen but when I print, I see two screens overlaid.

The possible cause could be your printer or printer settings. Try one of the following options:

    a)   Use a different printer and see if it prints properly.
    b)   Check the printer settings by going to:
               Tools--->**Internet Options**---->**Advanced** tab. Scroll down to **Printing** and see if the **"Print
               background colors and images"** option is checked or not. Try it both ways (checked &
               unchecked) to see if it prints properly.
    c)   Update your printer drivers and then try printing again.
    d)   If still you can't resolve the printer issue, alternatively, you can just print a screen shot of the
               cash letter and send it to us with your bonds until the issue is fixed.

4) What type of printer should I use to print?

 For best results, use a printer with 600 dpi or higher.